

L@b Brief | March 2026

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Comment: Service staff still hard to find



ONE OF the interesting areas of agreement which emerged at the last meeting of GAMBICA's Lab Board, was that while good sales staff have become easier to find (particularly after yet another round of redundancies at one of the largest lab distributors), excellent service staff are still hard to come by.

There seem to be a mix of reasons: growing disinclination of staff to be constantly on the road, a looming cliff edge of retirements, and most importantly, the fact that lab service engineers are not usually in a back room somewhere, they are out, representing their firms with customers, existing and future.

This need for great interpersonal skills means that there is some reticence to use many of the skilled engineers who learned their trade overseas. Employers fear that language difficulties will reduce one of their key duties, that of befriending customers, understanding

their pain points, likes and dislikes about their current equipment or consumables, and most importantly; their future purchasing intentions.

GAMBICA's salary survey will be issued next month, so if you want to be sent information on the actual salaries and bonuses paid to service (and sales) staff across the lab sector last year, do make sure you complete the survey. If you haven't participated before, you can contact Helena.robinson@gambica.org.uk for more information.

GAMBICA is planning to revamp its After Sales Group shortly, so if you would like to be involved, or if you want your service manager to take part, do drop us a line at lab@gambica.org.

We will also be running our *Service engineers as company ambassadors* training again shortly so keep an eye out for that. Better to develop your existing staff than to be looking for new ones!

Toodle Pip!
Jacqueline

UK News

Conference AI session prompts change of approach from lab companies

THE FOCUS on AI at this year's conference exposed the gap that will grow up between



companies which seize the productivity advantages of embedding AI, and those which do not.

A series of presentations which were equally alarming and inspiring had members actively reviewing their next steps as they were given evidence of how fast the area is developing. Feedback from the event suggested that members are gearing up to identify where AI can reduce their pain-points and free up

staff to work productively. There was also a clear appetite for future, detailed assistance, which GAMBICA is planning to provide.

Alvin Lam, Life Sciences Sales Specialist at Avidity Science, said: “It was an inspiring and insightful event, with a particularly impactful session on how AI can drive optimisation and innovation within laboratory equipment companies. I’m grateful for the opportunity to connect with so many industry leaders and engage in thoughtful discussions.”

Those who provided key insights on AI included **Laura Williams** from GSK, on building digital capability across the workforce; AI sales and marketing coach **Jonathan Wagstaffe**; and **Nicola Rosa**, Technology Innovation Director Europe at Accenture, who emphasised the need for organisations to adopt AI and digitalisation to remain relevant and competitive.



A new format this year saw delegates take part in three breakout sessions exploring AI for sales, AI for administration and financial reporting or problem-solving, and AI and digitalisation in service operations. A plenary session followed, with each group sharing its insights.



Key points included the wide variability in members’ AI adoption and broad agreement that AI replaces tasks, not jobs, and that delaying implementation poses competitive risks.

Notes from these sessions will inform future GAMBICA training and follow-up actions.

This year, the conference returned to The Barnsdale Hotel near Rutland Water, bringing together delegates from GAMBICA’s laboratory technology sector for a full day of expert presentations, networking and discussion.

The programme opened with an overview of the UK’s evolving political environment from Anand Menon, followed by an economic update from Lee Hopley, who highlighted the difficulty of generating reliable forecasts amid ongoing global uncertainty.

Attention then shifted to ‘What customers want,’ with Caroline Briggs, CEO of MyAmici, discussing current trends in pharmaceutical purchasing. She was followed by Lee Hibbett, Technical Manager at the University of Nottingham, who outlined the increasing role of sustainability in procurement decisions



The final session, ‘Breaking into America: What it really takes – and what it really costs,’ was delivered by Barbra Wells and Bernie Youngblood of Think Partners Advisory, alongside David Wright from Sterilelink.



They provided a clear and practical overview of the requirements, opportunities and challenges involved in entering the US market.

Post event feedback reflected strong delegate satisfaction with the conference: Gemma Scott, Director of Sales at Radleys, said:

“Another year, another excellent GAMBICA Lab Industry conference. Focussing on AI, fantastic speakers and lots of friendly faces.”

Faraaz Ahmed, Field Sales Manager at Haier Biomedical UK, said: “Great to hear from other GAMBICA members and speakers about the current and (future) climate within the UK Lab & Research Sector.

“Discussing AI and the impact it can have has been incredibly interesting to hear about from experts in the field and other industry leaders.”

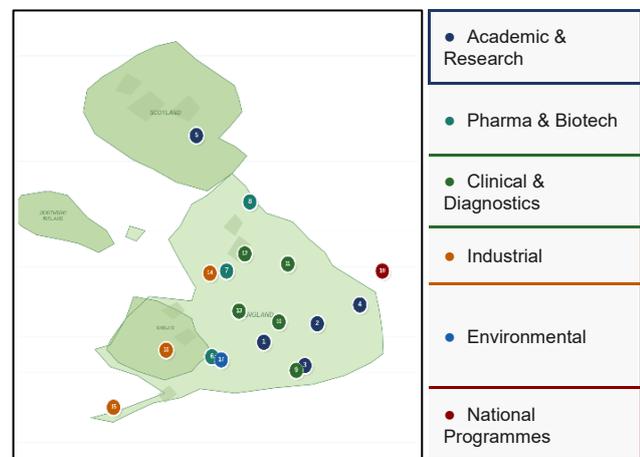
Members who were unable to attend can [access the presentations on the website](#).

Major new tool to help you find commercial opportunities

MEMBERS TELL us it is increasingly difficult to find commercial opportunities in the UK market. As building commercial pipelines is critical to the financial viability of our members, GAMBICA has developed a new tool to provide you with a comprehensive source of information. Based on the Tender Alert Service and using many other sources in addition, the new tool will pull together all the upcoming commercial projects you will wish to be aware of, with, wherever possible, the contact details of the contracting entities.

We will be testing this offering to ensure it is as valuable to members as possible. We will send out invitations to take part in the next month. Keep an eye out and if you would like more information now, please email us at lab@gambica.org.uk

UK Project Location map



Your opportunity to present to lab managers

A LARGE group of lab managers is already registered to attend London Lab Live and GAMBICA has arranged to present a panel discussion at the event which could feature you! We want to take advantage of this large audience to raise interest in analytical instruments or other automation-adjacent technologies, because the primary topic of the event is lab automation and digitalisation. If you sell this sort of product and would like to be featured, please get in touch immediately as we have only a short time to arrange the session. An email to lab@gambica.org.uk will reach Tony and Jacqueline.

In order to attract the maximum possible audience, we have opted for the title: **Turning Instrumental Challenges into Automation Excellence**

The objective is to share practical, real-world insights into implementing lab automation, and the importance of analytical equipment choices in making systems work—content that will be highly relevant to lab managers and help drive increased attendance from this demographic at this and future shows.

We already have one member who is going to talk about the services they have provided in disaster remediation, so which of your products do you want to highlight to this audience?

Free full access tickets are also available for GAMBICA members: to get your free ticket, fill in the form [here](#).

Don't miss the opportunity!

£5.6 billion needed to get UK's university labs back up to standard says NAO

THE NATIONAL Audit Office's report on the UK's investment in research infrastructure estimates that £5.6 billion would be required to bring all university research infrastructure in England back to 'fully operational use'. The figure appears to have come from an internal calculation from Research England which has not been published but which is believed to have been derived from surveys of universities about the condition and usability of their research facilities.

The NAO report itself finds that The Department for Science, Innovation and Technology's (DSIT) is starting to do more to ensure that UKRI spends money in line with policy ambitions, including on six 'frontier technologies' such as AI, cybersecurity and quantum technologies. Some key projects are noted to be causing concern, for example, that progress on a new national supercomputer has been too slow, and the UK has fallen behind international competitors in this area.

The DSIT report is available [here](#).

Proposed standard will require recycling of lab plastics

INNOVATE UK, is paying to develop a PAS standard on recycling of laboratory and medical plastics. A PAS (Publicly Available Specification) is a sponsored fast-track standard developed by BSI to address an immediate market need where a full formal standard would take too long to produce.

The proposed PAS 6543: Recycled plastics – Laboratory and medical products – Code of practice will have a public consultation of around four weeks in June and will be published this November.

The following committees, all of which have a GAMBICA representative will be consulted on the proposal and draft:

- CH/198 Sterilization and associated equipment and processes
- CH/212 IVDs
- LBI/1/1 Laboratory furniture and fittings

The standard will cover critical stages in the development of recycled plastic materials for use in laboratory and medical products, such as:

- recycling, including sourcing, collection, preparation and decontamination;
- quality management and risk management requirements for the recycling process; and
- material specifications, including extractables, leachables, traceability and mechanical properties.

If you would like to view or comment on the draft – please get in touch.

lab@gambica.org.uk

UK manufacturers in favour of ongoing recognition of CE Mark



MOST RESPONDENTS to a recent Call for Evidence on machinery supported continued CE marking recognition and closer alignment with EU and Northern Ireland requirements.

The Government plans to implement the new EU Machinery Regulation in Northern Ireland by October 2026, maintain CE recognition in Great Britain for products meeting EU rules, and update the GB Supply of Machinery (Safety) Regulations 2008 to introduce similar, GB-tailored measures.

The full response can be accessed here: [Machinery safety legislation: call for evidence - GOV.UK](#)

GAMBICA exclusive: 15% off BS EN ISO 10012



BSI IS offering GAMBICA members an exclusive launch offer on the purchase of BS EN ISO 10012:2026 Quality management – Requirements for Measurement Management Systems.

The 2026 edition of BS EN ISO 10012 introduces a fully auditable, measurement management system standard, incorporating more than 200 mandatory requirements. This update enables

organisations and laboratories to achieve third-party certification for the first time, demonstrating reliable, traceable, and consistent measurement processes

The standard covers the entire measurement lifecycle—from design and development through testing, monitoring, and verification of results. It also includes updated terminology and practical annexes addressing measurement uncertainty, calibration intervals, and pass/fail criteria. BS EN ISO 10012 is designed to integrate smoothly with ISO 9001, ISO 14001, and other management system standards.

While ISO/IEC 17025:2017 remains the core standard for laboratory competence, BS EN ISO 10012:2026 focuses on production environments and broader organisational measurement needs. It offers a flexible, riskbased framework that supports quality and traceability both inside and outside the laboratory. This makes it especially valuable for manufacturers and organisations with complex or distributed measurement requirements.

For more information, watch the explainer video [here](#): or visit the BS EN ISO 10012:2026 page on BSI Knowledge [here](#).

To get the discount, use promo code GAM10012 at the BSI checkout.

More POPs face ban

A CONSULTATION has been issued seeking views on draft legislation to prohibit the use of five more Persistent Organic Pollutants (POPs).

Lab suppliers will remember that the medical device community faced particular difficulties in meeting previous POPs proposals and those who supply lab equipment, reagents and chemicals may want to take a close look at these proposals to add the following substances to the prohibited substances in Annex I of the assimilated POPs Regulation.

- Medium-chain chlorinated paraffins (MCCPs)
- Long-chain perfluorocarboxylic acids (LC-PFCAs)
- UV-328
- Dechlorane Plus
- Chlorpyrifos

The Great Britain proposal diverges from the EU's proposal in its approach to unintentional trace contaminant (UTC) limits, and the government is particularly keen to hear your views on this.

Your views are also sought on:

- Proposed changes to an existing entry for the already-prohibited POP, perfluorooctane sulfonates (PFOS).
- Potential implications of recent EU amendments to an existing entry for the already-prohibited POP, polybrominated diphenyl ethers (PBDEs).
- Potential implications of other recent or upcoming amendments to the EU POPs Regulation, which applies in Northern Ireland, as well as the potential suitability of equivalent amendments being implemented in Great Britain (England, Scotland and Wales).
- Evaluation processes, evidence generation, and engagement regarding substances considered as potential new POPs under the Stockholm Convention.

For more information and guidance on POPs, see the [POPs collection page](#).

Alongside the consultation on the draft legislation to amend the POPs Regulation, currently there are also two live calls for comments relating to work being undertaken by the Stockholm Convention's technical body (the POPs Review Committee, or POPRC) which:

- seek comments on [a revised risk profile](#) for a group of substances that is currently undergoing evaluation as a potential new POP (PBDD/Fs and PBCDD/Fs);
- seek comments on [a revised indicative list](#) for several already-adopted POP substances (including LC-PFCAs).
- This is a public consultation on [Defra Citizen Space](#), closing on **13th May 2026**.

LABORATORY construction news and opportunities

Enabling innovation at temperatures as cold as deep space

THE NATIONAL Cryogenic Facility (NCF) is to receive £51.2 million from the UKRI Infrastructure Fund to help scientists run tests in temperatures below deep space.



It will provide industry and academia with the conditions to assess materials and perform testing from 2 Kelvin (-271.15 °C) to 20 Kelvin (-253.15 °C).

The lab allows cryogenic materials characterisation for MRI systems for health scanning, and may help researchers understand the performance of novel materials to support liquid hydrogen powered flight.

The conditions could also prove key for understanding mechanical properties for applications in superconducting magnets.

The facility will be situated at UK Research and Innovation's (UKRI) Daresbury Laboratory to deliver an approximately six-fold increase in cryo-capacity, most notably for scale-up by quantum computing companies like global leaders PsiQuantum.

Other opportunities

London

Wilbe has opened its first dedicated lab hub in White City, London. Operating as Wilbe Labs the centre will serve early-stage science startups. The hub will accommodate 10-15 companies including Proxima Fusion, Infinitopes, and ExpressionEdits. Several life sciences and technology companies already operate on the campus, including Novartis and Autolus. Companies will take space through flexible licence agreements rather than conventional commercial leases. Pricing is based on rooms and services, not floor area. Wilbe says the model reduces upfront costs and avoids long commitments, which can be difficult for early-stage science businesses facing uncertain timelines for experiments, hiring, and fundraising.

Bosnia and Herzegovina



Work is underway on the reconstruction and modernization of the Laboratory Complex of the Faculty of Mechanical Engineering at the University of Tuzla to establish a functional Centre for Energy Transition. More information [here](#).

India

Torrent Group has opened India's largest National Reference Laboratory in Navi Mumbai. This 100,000 sq ft facility supports 15 diagnostic disciplines and over 3,500 tests. More [here](#).

GAMBICA Events

VULNERABILITY DISCLOSURE POLICIES: A NEW PILLAR OF CYBERSECURITY COMPLIANCE | GAMBICA OFFICES, LONDON | 21 APRIL 2026 | 12.00 – 12.45

THIS WEBINAR explores the evolving role of Vulnerability Disclosure Policies in modern cybersecurity, explaining what vulnerability disclosure means, what effective disclosure processes look like, and why they have become a core requirement across global cybersecurity legislation.

Ashley Weeks, Senior Regulatory Compliance Consultant at RINA Asset and Product Consulting (APC), will highlight how different jurisdictions are increasingly aligning around common principles for receiving, assessing, and communicating vulnerabilities. The session will also examine how these policies are shaping expectations for organisations developing or operating connected products. To reserve your place, click [here](#).

BID WRITING INCLUDING BEST USE OF AI – SHARED COST TRAINING | GAMBICA OFFICES, LONDON | 19 MAY 2026 | 09.30 - 16.30

BACK BY popular demand, we will be running the highly successful Bid writing, including best use of AI training again in our London offices on 19 May.

Building on core bid writing principles, the course provides practical insights into crafting persuasive, well-structured, and compliant tenders. Delegates will explore strategies to improve win rates, including how to tailor responses to buyer priorities, avoid common pitfalls, and make best use of feedback.

In addition, the course examines how generative AI tools can be used ethically to support the bid writing process.

For a full course outline and prices (which will depend on the number of delegates) email jacqueline.balian@gambica.org.uk or click [here](#) to reserve your place.

**SUCCESSFUL BID MANAGEMENT – SHARED COST TRAINING | GAMBICA OFFICES, LONDON
| 4 JUNE 2026 | 09.30 - 16.30**

POWER UP your bidding performance with proven bid management strategies. This one-day course is designed for managers and teams involved in bids and tenders who want to strengthen control of the process, improve consistency, and increase their success rates. The session focuses on how to plan, govern, resource, and continuously improve.

What You'll Learn

Through practical, real-world guidance, participants will explore how to:

- Make informed bid/no bid decisions
- Structure and manage the bid process
- Coordinate contributors effectively
- Maintain quality and meet deadlines under pressure

The course also covers key aspects of the modern bidding environment, including:

- Using data and insight to support strategic decisions
- Applying AI tools responsibly for planning, drafting, reviewing, and quality control
- Building repeatable processes, templates, and governance that reduce risk and rework

Participants will leave with practical templates, tools, and checklists they can use immediately.

The course is led by Gemma Waring, a public sector tendering specialist with over 17 years' experience and operates on a shared-cost model. Fees will range from approximately £500 per person for a group of six to £250 per person for a group of twelve. Email Sarah for further info - sarah.wicks@gambica.org.uk

EXPORT TRAINING DISCOUNTED FOR GAMBICA MEMBERS | ONLINE | MAR – JUNE 26

EXPORT TRAINING is available to GAMBICA members from Chamber International at Chamber members' prices.

MARCH 2026 COURSES

15 April 2026	<u>Methods of Payment & Letters of Credit</u>
5 May 2026	<u>An Introduction to Export Licensing</u>

5 May 2026	<u>HS Code Classification & The UK Global Tariff</u>
12 May 2026	<u>CBAM Masterclass: Policy, Transition and Compliance</u>
12 May 2026	<u>Shipping Lithium Batteries by Air, Road, & Sea</u>
20 May 2026	<u>Customs Special Procedures</u>
28 May 2026	<u>Exporting and Customs</u>
4 June 2026	<u>Shipping to and from the US</u>
18 June 2026	<u>Workshop for Import Administrators</u>
25 June 2026	<u>Importing and Customs</u>
29 June 2026	<u>Understanding Exporting & Incoterms®</u>

FURTHER INFORMATION is available [here](#). When booking, quote discount code 'CICSP25' to get your 10% discount. TO BOOK your place click [here](#).

INDUSTRY Events

DRUG DISCOVERY 2026, | LONDON, | 14/15 OCTOBER 2026

ELRIG'S DRUG Discovery is back at ExCel, London in 2026. Registration is not yet open but more on speakers and themes is available [here](#).

LAB INNOVATIONS, | LONDON, | 4/5 NOVEMBER 2026

DON'T FORGET, if you want to book at the UK's largest lab exhibition, GAMBICA members are entitled to a 15% discount. **Register your interest for the event [here](#).**

ANALYTICA CHINA, | SHANGHAI, | 16/18 NOVEMBER 2026

BOOKING DETAILS will be available later this year for the GAMBICA pavilion at this event. **For more information about the event click [here](#).**

MEDICA, | DUSSELDORF, | 16/19 NOVEMBER 2026

BOOKING DETAILS will be available later this year for the GAMBICA pavilion at this event. **For more information contact Kirsty on Kirsty.roberts@gambica.org.uk**

CIM 2027, | LYON, | 16/18 MARCH 2027

THE INTERNATIONAL metrology congress in Lyon has opened its call for abstracts. You can submit your ideas [here](#).

EXPORT News

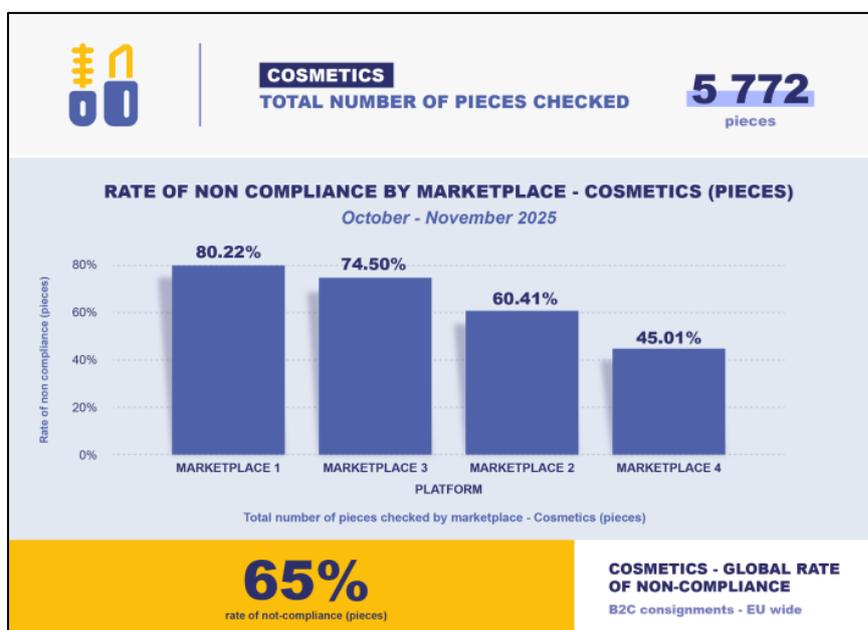
UK in top three for breaches of EU product rules

SINCE 2022, the volume of small packages sent into the EU has doubled every year and by the end of 2025, this volume has reached 5.8 billion pa. But according to an EU-wide customs control operation, most of the cosmetics, food additives and safety equipment directly shipped to EU consumers from third countries do not comply with EU product rules and safety standards, and the UK was one of the worst culprits after China and the US.

Twenty-seven customs authorities checked 11 338 packages from a variety of commonly-used market-places. The majority did not comply with EU rules and product standards, having incorrect or missing labelling or marking, absence of necessary documentation, or inclusion of forbidden ingredients.

Close to 6000 pieces of cosmetics, including for example skincare products, toothpastes, make-up, hair and nail products were checked. 65% of those products did not comply with EU product standards. The largest share (63%) was of Chinese origin, followed by the United Kingdom and the United States of America, representing together 93% of the non-compliant cosmetics products found during the control action.

Cosmetics - Global rate of non-compliance B2C consignments - EU wide



Close to 3500 pieces of food supplements were checked, including protein powder, booster supplements, dietary supplements, herbal preparations and vitamins. The United States of America, China, and the United Kingdom were the leading countries of origin for non-compliant food supplements, with the United States holding a

marginally larger share. India, Hong Kong, and Korea accounted for the remainder.

Food supplements are sold through a more diverse range of online platforms. This results in a more fragmented online market, where products are scattered across many different websites. However, data show that non-compliance is an issue across the entire online food supplement market.

As a result, enhanced targeted controls, may be required vis-à-vis the products and operators for whom the risk of non-compliance has been found as particularly high.

This data could be further used to measure the level of compliance of the platforms that have been designated as Very Large Online Marketplaces (VLOPs) with their obligations under the Digital Services Act (DSA).

In addition, funding for the [customs laboratories](#) and prioritisation under the [Customs Control Equipment Instrument \(CCEI\)](#) has already been increased to strengthen their capacity to analyse and detect products for non-compliance.

The **EU Customs Reform**, is designed to ensure that only compliant and safe products enter the EU market and reach citizens. With the Reform, platforms and sellers will be considered 'deemed importers'. This means online platforms and sellers will be the key actors in ensuring that goods sold online into the EU comply with all customs obligations. This is a major departure from the current customs system, which puts the responsibility on the individual consumer and carriers. With online platforms and sellers as the official importers, EU consumers can be reassured that all taxes and duties have been paid and that their purchases are safe and in line with EU environmental, safety and ethical standards.

- [Large scale EU customs control action shows most third-country e-commerce goods do not follow standards](#)
 - [EU Customs Union: facts and figures](#)
-

WEEE and Extended Producer Responsibility for exporters

ONE OF GAMBICA's members has recently had some advice from the Department for Business and Trade about producer responsibility and waste electronic equipment in Spain. The information covers not only the legal requirements, but also which Incoterms may be most useful. It may be of interest to others....

Key advice: EPR, WEEE & exporting to the EU

1. Understand when you are the 'producer'

You are responsible under Extended Producer Responsibility (EPR) if you:

- Import goods into the EU
- Sell directly to EU customers (e.g. online)
- Manufacture or package goods in the EU

If you sell via an EU distributor, **they are usually the producer.**

If you sell direct to EU customers, **you are the producer.**

2. Your core obligations (if you are the producer)

You must:

- Register in each EU country you sell to
- Report volumes (packaging, electronics, batteries)
- Pay compliance fees (based on recyclability)
- Meet labelling and recycling requirements
- Arrange take-back/recycling (especially for electronics & batteries)

3. Key regulations to be aware of

- Packaging (PPWR – from Aug 2026): stricter, harmonised EU rules
- WEEE (electronics): finance collection & recycling
- Batteries: mandatory take-back + authorised representative required

4. Incoterms determine your liability and should be defined clearly in contracts.

DDP (Delivered Duty Paid)

You are the importer

You are the producer → full EPR responsibility

DAP (Delivered at Place)

Your EU customer is the importer

They are the producer → they handle EPR

5. WEEE-specific point

- If selling B2B under DAP with no EU presence → **EU buyer usually responsible**
- If selling directly into the EU → **you must appoint an authorised representative**

6. Practical compliance steps

1. Identify which EU countries you sell to
2. Determine who is the 'producer' in each case
3. Check which rules apply (packaging, WEEE, batteries)
4. Track packaging types and weights
5. Check thresholds/exemptions
6. Ensure importer of record is clearly defined

7. Risk

Failure to register or report can lead to **significant fines and legal exposure**.

Bottom line

- **Who imports = who holds EPR responsibility**
- Your **Incoterms and sales model directly determine compliance burden**
- Direct-to-consumer sales into the EU carry the highest regulatory responsibility

MEMBER News

CBRE Scientific Solutions joins GAMBICA

GAMBICA IS delighted to welcome CBRE Scientific Solutions as the latest member of the Laboratory Technology Group.

Many of us will already be aware of the name CBRE as a global brand well known for its long history in property management founded in 1906, however CBRE Scientific Solutions represents a distinctly different and rapidly growing part of the organisation.

Originating in the USA with Full Spectrum Lab Services, the business expanded significantly



across the UK and Europe following the 2015 acquisition of Johnson Controls' Global Workplace Solutions laboratory services division.

CBRE Scientific Solutions

has over 30 years of technical expertise supporting high-end laboratory systems for clients, including major pharmaceutical companies and national scientific institutions, managing large-scale contracts that ensure laboratories operate efficiently, safely, and sustainably.

Their objective is to deliver services that remove the everyday operational burdens of running and planning efficient laboratories, allowing scientists to get on with the science with a minimum of distraction.

Their Asset Management Services include:

- Lab Asset Lifecycle Management
- Custom service contracts and flexible preventative maintenance programmes
- Onsite equipment repairs, services and equipment qualifications
- Directly sourced, OEM-compatible replacement parts
- Extended Reality (XRS) remote support for enhanced troubleshooting and reduced downtime

These services are delivered in close collaboration with OEM partners rather than in competition with them.

Beyond equipment management, CBRE Scientific Solutions provides:

- Optimisation of laboratory layouts, workflows, and space utilisation
- ISO/IEC 17025-accredited calibration and metrology services
- Laboratory relocation and commissioning Thermal monitoring solutions



CBRE Scientific Solutions holds ISO 9001:2015 certification and is EcoVadis Platinum rated.

Philip Fairhurst, UK Business Development Director, says:

“By joining GAMBICA, we aim to contribute our expertise in laboratory operations, strengthen relationships within the laboratory trade—particularly with OEMs—and create new opportunities for members by leveraging GAMBICA’s strong connections with major industry procurement teams. We look forward to sharing knowledge, building partnerships and supporting the continued growth and innovation of the GAMBICA community.”
